



Case Studies

2007 Atlanta, GA International Retail Company

Problem: A thirty year veteran store manager encountered employee relations challenges and requested professional management coaching.

Solution: HR Now! developed a management coaching plan that was customized to the individual. Our coaching focus involved gaining a solid personal understanding of one's self from the inside out—strengths and struggles, mental and behavioral attributes, and ideal and unmanageable work environments. Gaining this personal understanding through guided measurable feedback increased the manager's personal growth, the true development key.

2006, Dallas, Texas National Non-Profit Company

Problem: Over three months had passed since the Dallas corporate officer had posted a job for a senior management position in the Atlanta office. He had received hundreds of resumes and desperately needed help in screening the best, qualified applicants.

Solution: Company contracted with HR Now! – We deployed our recruiting sourcing specialist who tracked and qualified candidates from the Company's recruiting sources. Within a week from our initial conversation, HR Now! developed a behavioral interview questionnaire, identified the potential qualified candidates, conducted the interviews, and provided the Company with weekly reports. Within two weeks, HR Now! was scheduling interview appointments with the Company's interviewing team in Atlanta.

2006 Clinton, New Jersey Retail Manufacturing Company

Problem: A new HR Director needed to increase his level of confidence by knowing the strengths and weakness of the Company's human resources systems, areas of compliance and employee relations issues.

Solution: Company contracted with HR Now! -- Due to the scope of the project, HR Now! deployed two HR consultants who performed an on-site HR Company Audit. The assessment involved a process of examining policies, procedures, documentation, systems and practices with respect to the organization's HR function. The audit reviewed and reported on 14 HR functions and focused on analyzing and improving the HR function in the organization. The knowledge obtained in the audit report helped the HR Director prioritize and implement the appropriate actions (verses reacting to situations as they occurred); thus increasing the efficiency of his department. This project involved a three-shift operation, over 1800 employees and took approximately 30 days to complete.



2006 Federally Funded Program

Problem: There was no structure to the agency's wage and salary structure. This was a unionized environment and required special care and timeliness to meet the constraints of the upcoming Contractual Agreement.

Solution: HR Now! conducted a marketplace analysis of the positions, slotted the comparable jobs, made recommendations for revisions to the wage scale, recommended compensation, go-forward processes for making hiring and promotional decisions, developed a communications strategy for a merit-based pay plan and represented management on compensation related issues in the union meetings.

2003-2007 Public School System in Georgia

Problem: A major school system needed to implement a formal exit interview process to determine why newly hired teachers leave.

Solution: The management team of HR Now! designed an on-line exit interview survey process. The surveys were administered to collect information about reasons for leaving the school system, perceptions about supervisory support, fair and equitable treatment, morale in the department/school, factors liked most/least about their jobs, work environment, opportunities for advancement, the orientation process, job satisfaction level at time of departure, and whether or not respondents would return to this school system if given the chance. This was a three-year contract with an annual renewable clause. HR Now! renewed the contract annually for the three-year period and won the new contract to conduct a one-on-one benchmark study. This survey project involved over 10,000 employees.

2004 Southeastern Drug Store Chain

Problem: This drug store chain was experiencing a loss in sales when the community where their stores were located became more diverse. The store personnel did not reflect the community they served nor did they have an awareness of how this affected their store sales.

Solution: HR Now! developed a company-wide diversity training program to increase the participants' understanding of diversity and its impact on employee performance, customer satisfaction, and bottom line financials. This resulted in the program being rolled out throughout the southeast and increased the sales 30% in some stores.

Summary: There are many other projects that we could reference for solving human resources problems for clients. We approach each opportunity committed to the complete satisfaction of the Client. We develop strategies that lead to success and work tirelessly implementing those strategies.

Failure is not an option!